

# MANAGEMENT NOTICE

American Embassy Quito, Ecuador

Subject: **VA – TEMPORARY TELEPHONE OPERATOR**

Office: **HR**

No. **16 - 087**

Date: **06/10/2016**

Reference: **N/A**

**OPEN TO:** **All Interested Candidates / All Sources**

The “Open To” category listed above refers to candidates who are eligible to apply for this position. The “Open To” category should not be confused with a “hiring preference” which is explained later in this vacancy announcement.

**POSITION:** **TEMPORARY TELEPHONE OPERATOR**

Full-performance level: FSN-4 / FP-AA

**OPENING DATE:** **June 10, 2016**

**CLOSING DATE:** **June 24, 2016 (COB)**

**WORK HOURS:** **Full time (40 hours/week)**

**SALARY:** **Ordinarily Resident (OR):**  
**Full Performance level – FSN-4**

**Not-Ordinarily Resident (NOR) \*:**

**Full Performance level – FP-AA**

*\*Final grade/step for NORs will be determined by Washington.*

**EMPLOYMENT**

**LENGTH:** **This position is temporary and will not exceed THREE months.**

**Note 1:** **ALL ORDINARILY RESIDENT (OR) APPLICANTS (See Appendix for definitions) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.**

**Note 2:** **All positions advertised are subject to availability of funds.**

**IMPORTANT REMARKS:**

1. Due to the high volume of applications received, we will only contact applicants who are being considered. Thank you for your understanding.

2. For AEFMs: Highest previous rate is not an entitlement and is dependent on the funding availability of each agency and on the exact nature of the previous experience.

**The U.S. Mission in *Quito, Ecuador* is seeking eligible and qualified applicants for the position of TEMPORARY TELEPHONE OPERATOR in the IRM SECTION.**

**BASIC FUNCTION OF POSITION:**

Under the direct supervision of the Telecommunications Engineer, Incumbent provides telephone operator services to all agencies within the Embassy and some of its annex locations. Receives and routes incoming calls to the requested or appropriate individual or office. Serves as translator/intermediary for Embassy personnel requiring assistance or service from all the telephone carriers. Provides translation to non-English speaking callers. Assists U.S. citizens or callers with Consular inquiries or forwards calls to appropriate personnel for assistance Channels walk-ins to the appropriate individual or Embassy office.

**QUALIFICATIONS REQUIRED:**

**NOTE: Applicants must address each required qualification listed below with specific and comprehensive information supporting each item. Failure to do so may result in a determination that the applicant is not qualified.**

- a. **Education:** High school studies required.
- b. **Experience:** Minimum one year of customer service or clerical/reception experience is required.
- c. **Language Proficiency:** Level III (Good working knowledge) English and Spanish required.
- d. **Abilities and Skills:** Considerable tact, skill and diplomacy are required in dealing with the public.
- e. Typing accuracy of net 40-wpm is required.
- f. Computer skills (i.e. MS applications: Word, Excel, Outlook) required.

**Please note that any or all of the above required qualifications may be tested.**

**FOR FURTHER INFORMATION:**

The complete position description listing all of the duties and responsibilities may be obtained on our website at <http://ecuador.usembassy.gov/news/job-opportunities.html> and/or by contacting the Human Resources Office by email to [hroquito@state.gov](mailto:hroquito@state.gov).

## **HIRING PREFERENCE SELECTION PROCESS:**

When qualified, applicants in the following hiring preference categories are extended a hiring preference in the order listed below. Therefore, it is essential that these applicants accurately describe their status on the application. Failure to do so may result in a determination that the applicant is not eligible for a hiring preference.

## **HIRING PREFERENCE ORDER:**

AEFM / USEFM who is a preference-eligible U.S. Veteran\*

AEFM / USEFM

FS on LWOP\*\*

### **\* IMPORTANT:**

Applicants who claim status as a preference-eligible U.S. Veteran must submit a copy of the most recent Member Copy Four (4) of the DD-214, Certificate of Release or Discharge from Active Duty, and, if applicable, a letter from the U.S. Department of Veterans Affairs. If claiming conditional eligibility for U.S. Veterans' preference, applicants must submit proof of conditional eligibility. If the written documentation confirming eligibility is not received in the HR office by the closing date of the vacancy announcement, the U.S. Veterans' preference will not be considered in the application process. Mission HR's decision on eligibility for U.S. Veterans' preference after reviewing all required documentation is final.

**\*\* This level of preference applies to all Foreign Service employees on LWOP.**

## **ADDITIONAL SELECTION CRITERIA:**

1. Management may consider any of the following when determining successful candidacy: nepotism, conflicts of interest, budget, and residency status.
2. Current OR employees serving a probationary period are not eligible to apply. Current OR employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report (EPR) are not eligible to apply.
3. Current NOR employees hired on a Family Member Appointment (FMA) or a Personal Service Agreement (PSA) are not eligible to apply within the first 90 calendar days of their employment, unless they have a When Actually Employed (WAE) work schedule.
4. Candidates who are EFMs, USEFMs, AEFMs, or MOHs must have at least one year remaining on their sponsor's tour of duty to be considered eligible to apply for this position.

## **HOW TO APPLY:**

Applicants must submit the following documents to be considered. Failure to do so may result in a determination that the applicant is not qualified:

1. Universal Application for Employment (UAE) (Form DS-174), which is available on our website or by contacting Human Resources. (See “For Further Information” above);
2. Any additional documentation that supports or addresses the requirements listed above (e.g. transcripts, degrees, work and/or residency permits, etc.).

## **SUBMIT APPLICATION TO:**

- 1) Per email (*preferred method*)  
E-mail: [hroquito@state.gov](mailto:hroquito@state.gov)
- 2) Per hand delivery (*please note this method often results in applications not getting any form of response on the recruitment process*)  
**American Embassy**  
**Avigiras E12-170 y Av. Eloy Alfaro**  
**Attention: Human Resources**

## **EQUAL EMPLOYMENT OPPORTUNITY:**

The U.S. Mission provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs. The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

**CLEARANCES**

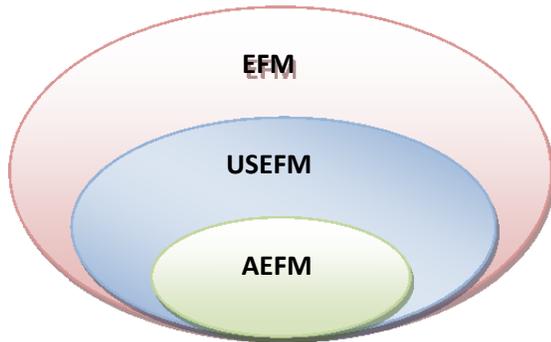
TS, JNaranjo: \_\_\_\_\_

IMO, LBrayshaw: \_\_\_\_\_

HRO, KConole: \_\_\_\_\_

FMO, EHamrick: \_\_\_\_\_

## Appendix DEFINITIONS



This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a U.S.-citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).

**Eligible Family Member (EFM):** An EFM for employment purposes is an individual who meets **all** of the following criteria:

- U.S. Citizen or not a U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)); **or**
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support; **or**
- Parent (including stepparents and legally adoptive parents) of employee, spouse, or same-sex domestic partner, when such parent is at least 51 percent dependent on the employee for support; **or**
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, spouse, or same-sex domestic partner when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Is under chief of mission authority.

**U.S. Citizen Eligible Family Member (USEFM):** A USEFM for employment purposes is an individual who meets **all** of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and resides at the sponsoring employee's post of assignment abroad, or as appropriate, at an office of the American Institute in Taiwan; and is under chief of mission authority; **or**
- resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2; **or**

- Currently receives a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

**Appointment Eligible Family Member (AEFM):** An AEFM for employment purposes is an individual who meets **all** of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan (AIT); **and**
- Is under chief of mission authority; **and**
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Does **NOT** currently receive a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

**Member of Household (MOH):** An individual who accompanies or joins a sponsoring employee, i.e., sponsor is a direct hire employee under Chief of Mission authority, either Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan. A MOH is an individual who meets the following criteria:

- (1) Not an EFM and therefore not on the travel orders or approved through form OF-126 Foreign Service Residence and Dependency Report of the sponsoring employee; and
- (2) Officially declared by the sponsoring U.S. Government employee to the Chief of Mission (COM) as part of his or her household and approved by the COM; and
- (3) Is a parent, grandparent, grandchild, unmarried partner, adult child, foreign born child in the process of being adopted, father, mother, brother, sister, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, stepfather, stepmother, stepson, stepdaughter, stepbrother, stepsister, half-brother, or half-sister who falls outside the Department's current definition of Eligible Family Member 14 FAM 511.3. A MOH may or may not be a U.S. Citizen.

**Not Ordinarily Resident (NOR)** – An individual who meets the following criteria:

- An EFM, USEFM or AEFM of a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned or stationed abroad, or as appropriate, at an office of the American Institute in Taiwan; or
- Has diplomatic privileges and immunities; and
- Is eligible for compensation under the FS or GS salary schedule; and
- Has a U.S. Social Security Number (SSN); and
- Is not a citizen of the host country; and
- Does not ordinarily reside in the host country; and
- Is not subject to host country employment and tax laws.

**Ordinarily Resident (OR)** – An individual who meets the following criteria:

- A citizen of the host country; or
- A non-citizen of the host country (including a U.S. citizen or a third-country national) who is locally resident and has legal and/or permanent resident status within the host country and/or who is a holder of a non-diplomatic visa/work and/or residency permit; and/or
- Is subject to host country employment and tax laws.



15. Qualifications Required For Effective Performance

- a. Education  
Highschool studies required.
  
- b. Prior Work Experience  
Minimum one year of customer service or clerical/reception experience is required.
  
- c. Post Entry Training  
On the Job training as required.
  
- d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (*II, III*) and specialization (*sp/read*).  
Level III (Good working knowledge) English and Spanis required.
  
- e. Job Knowledge  
Knowledge of the Embassy and/or its associated agencies.
  
- f. Skills and Abilities  
Considerable tact, skill and diplomacy are required in dealing with the public. Typing (accuracy of 40wpm) and computer skills (i.e. MS applications, Word, Excel, Outlook) are required.

16. Position Element

- a. Supervision Received  
Direct supervision received from Telecommunications Engineer.
  
- b. Supervision Exercised  
None.
  
- c. Available Guidelines  
Mission telephone directory and organizational chart. Telephone Unit's and Operator Console Operational Manuals, Consular Guidelines for ACS (including what constitutes an American Citizen emergency), Operator SOP Guidelines including Consular Visa procedures and referrals and Consular Notary practices.
  
- d. Exercise of Judgment  
Must exercise responsible judgment and consoling manner when handling all callers, external and internal. As the de facto (initial) representative of the United States government, must exude confidence and professionalism in difficult situations, where callers become rude, abrasive a/o abusive. When dealing with customer services, must be able to make thorough and conscientious decisions when taking action on pertinent requests.
  
- e. Authority to Make Commitments  
None.
  
- f. Nature, Level, and Purpose of Contacts  
Internal points of contacts for Mission sections and agencies for directing visitors. As directed by the supervisor, maintain contacts with Andinatel to assist the Mission with telephone maintenances, installations and billing problems.
  
- g. Time Expected to Reach Full Performance Level  
One month.

**Addendum 1**

employee's family member could be calling for a personal emergency, or even a phoned in bomb threat. Must exercise responsible judgment when handling emergency calls. Also serves as the primary alternate/backup switchboard operator for absence/vacation, breaks, and lunch of associate operator/receptionist.

**Consular Calls (55% of Time)**

Consular no longer accepts any American Citizen Services telephone call unless the American caller has a bona fide emergency as defined by the consular section. A recent move of all ACS services to a totally online format on the Internet has generated a flood of ACS calls that the operator now must handle. The operator must be able to assimilate and assume thousands of ACS telephone inquiries. The operator must satisfactorily resolve any ACS issue with all Americans directly by phone. To do this, the operator must know the online consular webpages inside and out, as well as all services offered by the consular section. Operators must be well versed in all consular issues. (The operator must be able to answer all ACS consular questions directly, which is a new responsibility for our telephone operators). The operator must also be able to help ACS callers to navigate consular Internet webpages. Average call times and the number of ACS calls have increased dramatically. ACS calls are over 1,000 a week. ACS consular inquiry calls average anywhere from 10 to 20 minutes or longer. Often the callers are extremely angry or upset and crying because they cannot be put through to a consular officer, it has now become the operator's responsibility. This goes well beyond the operator's scope of responsibility. In addition, the operator must recognize bona fide ACS emergency situations so that these calls can be immediately routed to the consular section. Determining what constitutes an emergency situation is well beyond the operator's paygrade, and beyond the operator's exercise of judgement as stated in previous PD's. Operators also spend a great deal of time assisting Ecuadorians with their visa applications. The Visa Call Center has numerous and complicated options to dial for assistance depending on the visa, time elapsed, and the nature of the case. It takes 15 minutes just to hear all of the Visa Call Center options. Operators guide customers to the correct dialing option based on the situation - lost/ stolen visa, lost/ stolen green card, resident petitions/ U visas, etc. Additionally, the Call Center cannot resolve all issues, and operators must also direct callers to email addresses, websites, or even a separate helpdesk in Guayaquil based on the case. This takes a great deal of expertise.

**Serves as Translator and Intermediary Calls (5% of Time)**

Aids Embassy personnel requiring assistance or service from local carrier or vendors. Provides translation to non-English speaking callers when attempting to contact non-Spanish speaking Mission personnel.

Note: This position description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the agency.

NOTE: continuation Exercise of Judgement

Ability to determine American Citizen emergencies so that these calls